

Schedule A

{ TC "Schedule A: *Services Price List*"\l 5\n }

Services Price List

for

Master Contract No. T01-MST-001

with

SafeHarbor Technology Corporation

Contractors are authorized under the above-referenced Master Contract to sell only the Services identified in this Schedule A at the prices set forth therein.

This Schedule may be modified only in writing by the DIS Contract Administrator.

Development Fees

1. Self-service Application Development Fee - Preferred Services

For those applications that choose the Preferred Services, the Self-service Application development is based on a common template. The template shall be common to all applications using this service. Common "Browser Base" solutions shall be included in the Self-service Application Development and shall not be included as part of the number of Knowledge Base Articles described in Chart A-1. Images and logos can be specific for each application. The Self-Service Application Development Fee is based on the number of Knowledge Base Articles (per application) required at the launch of the support site. See Chart A-1 below for the fee that will apply at various quantities of Knowledge Base Articles:

Chart A-1

| Knowledge Base Articles | Fee |
|-------------------------|-------------|
| 0-20 | \$12,000.00 |
| 21-30 | \$14,000.00 |
| 31-40 | \$16,000.00 |
| 41-50 | \$18,000.00 |
| 51-60 | \$20,000.00 |
| 61-70 | \$22,000.00 |
| 71-80 | \$24,000.00 |
| 81-90 | \$26,000.00 |
| 91-100 | \$28,000.00 |

2. Customized Self-Service Application Development Fee - Preferred Services

For those applications that choose the Preferred Services and that require a uniquely designed site, these applications will incur a thirty thousand dollars (\$30,000 USD) customization fee. Development will include up to twenty (20) Knowledge Base Articles. Additional Knowledge Base Articles are available as defined in section 6.2d.

3. Self-Service Application Development Fee - Standard Services

Development Fee

Each Application has only one (1) Development Fee.

| Development Fee |
|-----------------|
| \$35,000 |

4. Interactive Support Services Development Fees

4.1. Email only

Each application requiring email only support will incur a one time development fee of eight thousand dollars (\$8,000.00 USD) for implementation and training services, which includes system configuration and training of up to four (4) agents.

4.2. Email and telephone

Each application requiring email and telephone support will incur a one time fee of ten thousand (\$10,000.00 USD) for implementation and training services, which includes email and phone system configuration and training of up to four (4) agents.

5. **Conversion from Standard to Preferred Services**

SafeHarbor agrees to waive in its entirety the Self-service Application Development Fee for any existing application that converts to Preferred Services for self-service within ninety (90) days following the effective date of this Amendment or upon expiration of an existing Supplemental Work Order ("SWO") which ever is later. Any such application that chooses to convert will be provided a mix of the features and functionalities that comprise the Preferred Services, as applicable for that application's support requirements as agreed to by the parties.

Monthly Fees

6. **Standard Services Monthly Fees**

Standard Services Monthly Fees are based on Support Requests for twenty-four (24) hours-per-day, seven (7) days-a-week operations. Support Requests are cumulative over the course of each month. SafeHarbor shall aggregate Support Requests each month for each Purchaser in calculating the volume level and monthly fees. Each agency and its respective sub-divisions are considered a single Purchaser in calculating the Standard Services Monthly Fee.

Product groups and applications receiving the Standard Services may continue to receive such services under the current pricing model until the expiration of the term of their current SWO. This pricing model is outlined in Chart A-2, below.

Chart A-2

| Number of Monthly Support Requests | Monthly Fee |
|------------------------------------|-------------|
| 1 - 2500 | \$6,250 |
| 2501 - 5000 | \$11,250 |
| 5001 - 6000 | \$13,200 |
| 6001 - 7000 | \$15,130 |
| 7001 - 8000 | \$17,040 |
| 8001 - 9000 | \$18,930 |
| 9001 - 10000 | \$20,800 |
| 10001 - 11500 | \$23,050 |
| 11501 - 13000 | \$25,225 |
| 13001 - 15000 | \$28,025 |

Upon expiration of their current term, each application will be charged monthly fees as outlined in Chart A-3, below.

Chart A-3

| Number of Monthly Support Requests | Monthly Fee |
|------------------------------------|-------------|
| 1 - 2500 | \$7,000.00 |
| 2501 - 5000 | \$12,600.00 |
| 5001 - 6000 | \$14,784.00 |
| 6001 - 7000 | \$16,945.60 |
| 7001 - 8000 | \$19,084.80 |
| 8001 - 9000 | \$21,201.60 |
| 9001 - 10000 | \$23,296.00 |
| 10001 - 11500 | \$25,816.00 |
| 11501 - 13000 | \$28,252.00 |
| 13001 - 15000 | \$31,388.00 |

7. Preferred Services Pricing Model

7.1. Preferred Services Description

SafeHarbor has developed the capability to deploy support for multiple purchasers within a common environment while providing for each purchaser a support site that reflects only their support information. These new and additional services are comprised of the following elements:

- a) Self-Service site with constant look and feel across supported applications
- b) Navigation channels that include:
 - Advanced pattern matching search
 - Dynamically generated frequently asked question listings
 - Knowledge base browsing
- c) Other features, including any or all of the following:
 - Pre-emptive search: When a user submits an email request, their question is automatically compared to the Knowledge Base and possible articles are presented to the user prior to submission of the email to an agent.
 - Solution survey: Each Knowledge Base Articles offers a satisfaction survey enabling users to provide input on the usefulness of the Article.
 - Email link for support. An email contact link or form that provides a mechanism for a user to contact the agency shall be provided from within the support site for Purchasers who choose not to engage SafeHarbor for Interactive Service.
 - Suggested solutions: Listed at the bottom of all Knowledge Base Articles are dynamically generated links to related Knowledge Base Articles may also be applicable to the user.

7.2. Specialty Guides

- a) SafeHarbor can provide optional Specialty Guides as part of the Preferred Services only upon request. Specialty Guides are not designed to comply with accessibility requirements, however, the underlying content within the Specialty Guide will comply). Available Specialty Guides and related pricing are described below.

b) Getting Started Guide Description

Getting started guides are a compilation of specially linked navigational pages and self-service content providing end users with a guided mechanism to learn to use and/or configure an application or service. Getting started guides have been shown to be effective at helping new users engage with and succeed in interacting with certain types of application functionality. These guides help users resolve issues and learn without requiring them to search for appropriate content or requiring contact with an interactive agent.

c) Getting Started Guide Scope and Pricing

Selection of specially linked navigational pages constituting no more than 10 new linked articles (i.e., a stand alone knowledge base article). One time development fee of \$7,500 includes guide development and creation of up to 10 new articles that will populate the Getting Started Guide. For deployments requiring creation of fewer than 10 articles, a credit of \$250 per article (with a maximum credit allowance of 5 articles) will be applied against the development fee. Additional knowledge base articles (in addition to the 10 included at the time of implementation or any quantity added after implementation) required to populated Getting Started Guide will be available in blocks of 5 for \$1,000. Articles must be developed and deployed within the project for which they were purchased.

d) Troubleshooting Guide Description

Troubleshooting guides utilize proprietary SafeHarbor Question and Answer technology, enabling users to intuitively drill down to needed support content based on their responses to specific troubleshooting and diagnostic questions. Users are presented with concise questions and are prompted to respond via a selection of answers via drop down menus. Based on individual responses, additional questions are presented. This process conducts filtering against the self-service knowledge base, providing users with a concise list of appropriate content to address their inquiry. This navigation mechanism has been shown to be particularly effective in helping users succeed in self-service when they are not sure exactly what to ask or how to describe the problem or issue they are dealing with.

e) Troubleshooting Guide Scope and Pricing

Development of guide structure, logic, and interface to apply to a maximum of 30 current knowledge base articles will incur a one-time development fee of \$9,500. Additional troubleshooting guide structure and logic development required to accommodate more than 30 articles, or performed after initial implementation, will be billed at an hourly rate as described in section 3.7 (not to exceed \$25,000). Additional knowledge base articles required to populate the troubleshooting guide will be available in blocks of 5 articles for \$1,000. Articles must be developed and deployed within the project for which they were purchased.

7.3. Self-service Pricing

a) Product Group Pricing

b) Each Product Group will incur a monthly Product Group Self-Service Base Fee (\$3,000 w/ 5,000 Self-Service sessions) and additional self-service fees as follows:

c) Application Fee

Each application within a Product Group will incur a monthly per Application Self-Service Base Fee fifteen hundred dollars (\$1,500 USD) and will receive a group of

Self-Service sessions in the quantity of one thousand (1,000) sessions per month for the Product Group. Each application can receive two Knowledge Base Article additions or changes per month at no additional charge.

- d) Self-service Sessions
Additional Self-Service sessions will be provided in blocks of 400 sessions per month as needed within a Product Group for \$200 per block.
- e) Additional Knowledge Base Articles are available in blocks of 5 for \$1,000 (to be used within an individual Product Group).

7.4. Interactive Services Pricing

Interactive Services are optional services which can be purchased for use within a Product Group. Interactive Services are available as either email only or email and telephone support. When the first application within a Product Group purchases interactive support, the Product group will incur a monthly Product Group Interactive Base Fee of fifteen hundred dollars (\$1,500 USD). Additionally, each application within a Product Group (that requires interactive services) will incur a monthly Interactive Base Fee and applicable Case Charges dependant on the level of service provided. There is a three thousand five hundred dollar (\$3,500 USD) per month Product Group minimum for interactive services provided within a Product Group by SafeHarbor; this minimum can be met with a combination of Application Interactive Base Fees and total Per Case Interactive Service Fees incurred by each Application in the Product Group.

Application Interactive Base Fees are:

- a) Email Only: 8:00 am-6:00 pm (Pacific Time) Monday - Saturday (excluding Washington State holidays) \$1,000 per month.
- b) Email Only: Twenty-four hours per day, seven days per week ("24 x 7") (excluding Washington State holidays) two thousand dollars (\$2,000 USD) per month.
- c) Email + telephone: 8:00 am-6:00 pm (Pacific Time) Monday - Saturday (excluding Washington State holidays) two thousand five hundred dollars (\$2,500 USD) per month.
- d) Email + telephone: Twenty-four hours per day, seven days per week ("24 x 7") (excluding Washington State holidays) four thousand five hundred dollars (\$4,500 USD) per month.

7.5. Per Case Interactive Service Fees

Each interactive support instance, (i.e., email or telephone case) will be charged a service fee, which will vary by channel (Telephone or Email) based on the channel's overall average email and phone resolution time during that month. See chart A-4 below for Per Case Interactive Service Fees:

Chart A-4

| Per Case Interactive Service Fees | | |
|--|-----------|---------|
| Overall Average Case Handle Time For the Product Group | Telephone | Email |
| 0 minutes | \$0.00 | \$0.00 |
| < 5 minutes | \$6.00 | \$4.50 |
| 5 - 7.5 minutes | \$9.00 | \$6.75 |
| 7.5 - 10 minutes | \$12.00 | \$9.00 |
| 10 - 12.5 minutes | \$15.00 | \$11.25 |
| 12.5 - 15 minutes | \$18.00 | \$13.50 |
| 15 - 20 minutes | \$24.00 | \$18.00 |

| | | |
|-----------------|---------|---------|
| 20 - 35 minutes | \$36.00 | \$27.00 |
| 30 - 40 minutes | \$48.00 | \$36.00 |

7.6. Application Interactive Service Fee Credits

“Application Interactive Service Fee Credit” is an amount that will be credited toward the Total Interactive Service Fee for a single application in a single month. This amount will vary depending on the type of interactive service provided. Application Service Fee Credits will only be used to offset Total Interactive Service Fees up to the amount of Total Interactive Service Fees incurred in a single month. If the Application Interactive Service Fee Credit exceeds the Total Interactive Service Fees incurred by a single Application in a single month, the Total Interactive Service Fee for that month shall be zero. Unapplied portions of Application Interactive Service Fee Credits cannot be carried over into subsequent months.

Application Interactive Service Fee Credits are as follows:

- a) Email Only: 8:00 am-6:00 pm (Pacific Time) Monday - Saturday (excluding Washington State holidays) One thousand dollars (\$1,000 USD) per month.
- b) Email Only: Twenty-four hours per day, seven days per week (“24 x 7”) (excluding Washington State holidays) two thousand dollars (\$2,000 USD) per month.
- c) Email + Telephone: 8am-6pm (Pacific Time) Monday - Saturday (excluding Washington State holidays) twelve hundred and fifty dollars (\$1,250 USD) per month.
- d) Email + Telephone: Twenty-four hours per day, seven days per week (“24 x 7”) (excluding Washington State holidays) two thousand two hundred and fifty dollars (\$2,250 USD) per month.

8. Additional Case Management System Private Side Seats

Note that one seat per supported application is included in the basic price- for access to SafeHarbor’s Case Management System Private Side.

Chart A-5

| Number of Additional Private Side Seats | Monthly Price Per Additional Seat | Annual Cost Per Additional Seat |
|--|--|--|
| 1 or more | \$500 | \$6,000 |

9. Integration with Customer’s Existing Applications and/or Databases

- 9.1. Database integration is an additional charge to the basic development fee due to the additional time required to write specific code for each Purchaser’s unique requirements.

- 9.2. The support website can provide personalized Customer access by integrating Purchaser's Customer database with SafeHarbor's support website. SafeHarbor will host a Purchaser database for use in authentication and determination of Customer service profile. This database may be populated and maintained from the Purchaser's existing Customer database by any of the following methods:

- XML downloads via SSL from secured website.
- Secure FTP
- SQL server replication using bridging tables

- 9.3. Authenticated Customers may be provided with access to personalized incident tracking and history information. Authentication information can also be used to provide:

- Personalized support web page content, including personalized news
- Different levels of support access
- Different views of the knowledge base

- 9.4. Converting User Manuals into HTML

- a) The conversion of Purchaser user manuals will include both initial conversion and subsequent maintenance. Hosting of the HTML manual online is available, should Purchaser request it.
- b) Estimate based on time and materials using a labor rate of \$100 per hour. Purchaser must approve estimates.

10. Hourly Rate

Work performed on an hourly basis will be billed as follows:

- 10.1. Application Development: \$125 per hour.
- 10.2. DataDeck / Reporting Development: \$125 per hour.
- 10.3. Integration Services per sections 8.1, 8.2 and 8.3 \$150 per hour.
- 10.4. All other hourly services: \$100 per hour.